

an interface connecting the platform directly to the on-site telephone system;

a processor controlling a plurality of operational parameters of the on-site telephone system in response to a plurality of operational commands; and

a speech recognizer having a speech recognition input for receiving and recognizing voice input including the operational commands and identifying the speaker associated with the voice input, and having an access list allowing the identified speaker to input those operational commands for which the speaker is authorized.

32. The centralized control platform of Claim 31 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the speech recognizer.

33. A control platform as in Claim 31 wherein the processor is a personal computer.

34. A control platform as in Claim 31 wherein the speaker enters commands via a telephone connected to the on-site system.

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35. A control platform as in Claim 31 wherein the plurality of commands includes a command to enter a new directory entry into the on-site system.

36. A control platform for providing a variety of telephone services to a local telephone system having at least one telephone, comprising:

a local interface for connecting the platform to at least one of the telephones of the local telephone system;

a communications circuit for interfacing the platform to external communications means; and

a processor interconnected with the local interface and communications circuit for providing a user with command triggered access to a plurality of telephone services, the processor further comprising:

a voice recognizer for recognizing commands input by the user over the communications interface and communications circuit, the voice recognizer identifying the user from the commands spoken by the user, the voice recognizer generating a plurality of command triggers in response to the spoken commands; and

announcing means for providing predetermined messages to the user.

37. A control platform as in Claim 36 wherein the processing means further includes means for identifying a caller based upon a caller I.D. number in an incoming call received over the communications circuit and for controlling the announcing

means to announce the identified caller in response to receipt of a command trigger by the trigger recognition means.

38. A control platform as in Claim 36 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice recognizer.

39. A control platform as in Claim 36 wherein the processor is a personal computer.

40. A control platform as in Claim 36 wherein the user enters commands via a telephone connected to the control platform.

41. A control platform as in Claim 36 wherein the plurality of command triggers includes a command to enter a new directory entry into the on-site system.

42. A control platform as in Claim 36 wherein the processor further includes means for controlling the accessed telephone service through a telephone handset in response to receipt of a command trigger by the voice recognizer.

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43. A control platform as in Claim 36 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice recognizer.

44. A control platform for providing a variety of telephone services to a local telephone system having at least one telephone, comprising:

a local interface for connecting the platform to at least one of the telephones of the local telephone system;

a communications circuit for interfacing the platform to external communications means; and

a processor interconnected with the local interface and communications circuit for providing a user with command triggered access to a plurality of peripheral systems, the processor further comprising:

a voice recognizer for recognizing commands input by the user over the communications interface and communications circuit, the voice recognizer identifying the user from the commands spoken by the user, the voice recognizer generating a plurality of command triggers in response to the spoken commands; and

announcing means for providing predetermined messages to the user.

45. A control platform as in Claim 44 wherein the processing means further includes means for identifying a caller based upon a caller I.D. number in an incoming call received over the communications circuit and for controlling the announcing

means to announce the identified caller in response to receipt of a command trigger by the trigger recognition means.

46. A control platform as in Claim 44 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice recognizer.

47. A control platform as in Claim 44 wherein the processor is a personal computer.

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48. A control platform as in Claim 44 wherein the user enters commands via a telephone connected to the control platform.

49. A control platform as in Claim 44 wherein the plurality of command triggers includes a command to enter a new directory entry into the on-site system.

50. A control platform as in Claim 44 wherein the processor further includes means for controlling the accessed peripheral system through a telephone handset in response to receipt of a command trigger by the voice recognizer.

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51. A control platform as in Claim 44 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice recognizer.

52. A centralized control platform for providing a variety of telephone services to a local telephone system having at least one telephone, comprising:

a local interface for connecting the platform to at least one of the telephones of the local telephone system;

a communications circuit for interfacing the platform to external communications means;

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H* processing means interconnected with the local interface and communications circuit for providing the user with command triggered access to a plurality of telephone services, the processor further comprising:

a voice trigger recognizer for recognizing voice command triggers input by a user over the communications interface and communications circuit;

means for determining identity of the user using voice recognition;

means for determining from the user's identity the authorization level of the user to enter commands; and

announcing means for providing predetermined messages to the user.

53. The centralized control platform of Claim 52 wherein the processing means further includes:

means for controlling the announcement means to request a validation code to provide a user access to the platform in

response to receipt of a command trigger by the voice trigger recognizer; and

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A1* means for providing access to the platform if the user enters a proper validation code in response to a prompt issued by the platform following receipt of a command trigger by the voice trigger recognizer.

54. The centralized control platform of Claim 52 wherein the processor further includes means for controlling playback of messages in response to receipt of a command trigger by the voice trigger recognizer.

55. The control platform of Claim 52 wherein the processing means further includes:

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A1* means for accessing a plurality of outbound telephone services for connection to a remote switching system in response to receipt of a first command trigger by the voice trigger recognizer; and

means for initiating an outbound call using one of the plurality of outbound telephone services in response to receipt of a second command trigger by the voice trigger recognizer.